

Online Bill Payment Now Available

There are now four options for paying your Municipal Services Bill:

1. Pay online with MasterCard or E-check

Visit https://paywater.mpw.net/webclient/

Access your account by entering the account number or account address.

The Account Summary will appear.

At the left, click on Make Payment or, below, click on the Make Payment box.

At Payment Method Selection, choose eCheck or Credit/Debit Card.

The eCheck option allows you to make a payment directly from a bank checking or savings account. Enter the account numbers as prompted.

The Credit/Debit Card option allows you to make a payment using a MasterCard. Enter the account number, the name on the card, and the billing address as prompted.

Please note only MasterCard is accepted.

Both MasterCard and eCheck payments are assessed a convenience fee that will appear on the payment verification screen. You will have the opportunity to cancel the payment before the fee is charged.

The Public Service Commission of Wisconsin requires the Milwaukee Water Works to pass the convenience fee for the online payment service provided by U.S. Bank to those who use the online payment service.

The convenience fee for use of MasterCard is computed at a rate of 2.35% of the payment using the website payment option.

The convenience fee for use of eCheck is a flat rate of \$0.50 per transaction.

Refund Policy - Typically, the City of Milwaukee does not issue refunds for these payments. If you have a question regarding your payment, please call the Milwaukee Water Works Customer Service Center, (414) 286-2830 or email watwebcs@milwaukee.gov

2. Mail your payment

Write your check or money order payable to "Milwaukee Water Works" and mail to: P.O. Box 3268, Milwaukee, WI 53201-3268

3. Pay in person

At the Milwaukee Water Works Customer Service Center, 841 N. Broadway, Room 406, Milwaukee, WI, Monday-Friday 7:30 a.m. to 5:00 p.m., or at the City Treasurer's Office, City Hall, 200 E. Wells St.

4. Pay your bill with automatic withdrawal from your checking account Call Milwaukee Water Works Customer Service, (414) 286-2830, or visit www.directpaymentplan.com to register.

Account Information is available on the Internet

- View account balance, review billing history, or view a copy of your current bill at https://paywater.mpw.net/webclient/
- Request a mailing address change 24 hours a day <u>https://paywater.mpw.net/webclient/</u> or call (414) 286-2830.

Milwaukee Water Works Customer Service Center

Zeidler Municipal Building 841 N. Broadway Fourth floor Milwaukee, WI 53202

Open Monday - Friday, 7:30 a.m. - 5:00 p.m. Telephone (414) 286-2830

Fax (414) 286-2672 TDD (414) 286-2025

Email: watwebcs@milwaukee.gov

Para una explicación en Español por favor llame (414) 286-2830.